



The County of Peterborough
Joint Services Steering Committee

To: Chair and Members of Committee
From: Randy Mellow, Chief of Paramedics
Date: September 12, 2019

Subject: PAR 2019-005 Peterborough Paramedics Response Time Plan 2020

Recommendation: That Joint Services Steering Committee receive and approve the Response Time Performance Plan for submission under Part VIII of Ontario Regulation 257/00 made under the Ambulance Act.

Overview

The purpose of this report is to provide the Joint Services Steering Committee with analysis and recommendation for the approval of the Land Ambulance Service Response Time Performance Plan for 2020 as mandated by the Ambulance Act.

Background

Part VIII of Ontario Regulation 257/00 made under the Ambulance Act, mandated a change to ambulance response time standards that came into effect January 1, 2013. Contrary to the earlier standard which was based on local ambulance service performance in 1996 (at the time of transfer to the Municipality), the legislation now requires annual approved Response Time Performance Plans (RTPP) broken out for sudden cardiac arrest and Canadian Triage Acuity Scale (CTAS) 1, 2, 3, 4 and 5 patients requiring emergency responses.

CTAS is an international medical triage standard utilized by hospitals, ambulance communication services and paramedics to identify how urgently a patient requires medical care.

Specifically, in providing performance plans and reports to the ministry, each municipality must report on:

- The percentage of times that sudden cardiac arrest patients received assistance from a person equipped to provide defibrillation (e.g., paramedic, fire, police, or other first responder) **within six minutes from the notification of a call by an ambulance communication service.**

- The percentage of times that an ambulance crew has arrived on-scene to provide ambulance services to sudden cardiac arrest patients or other patients categorized as CTAS 1 **within eight minutes of the time notice is received respecting such services.**
- The percentage of times that a paramedic arrived at the location of a patient determined to be CTAS 2, 3, 4, 5 within a period of time **determined appropriate by the municipality.**

All municipal RTPPs are posted on the Ministry of Health and Long Term Care public website (www.health.gov.on.ca/english/public/program/ehs/land/responsetime.html), and are to be accompanied by performance results for the previous year.

Municipalities may adjust individual performance plans at will, subject to timely notification of the Ministry. Annually, and no later than October 1st, municipalities are required to notify the Ministry of their Response Time Performance Plans for the upcoming calendar year.

Analysis

The number one priority of Peterborough County/City Paramedic Service (PCCP) is to provide the best possible prehospital clinical care to the residents and visitors of Peterborough County and City and to do so in the most effective and efficient method possible. In order to achieve this, PCCP administration continually analyses paramedic service call volumes, response times and patient outcomes.

With respect to the RTPP, PCCP focusses particularly on response time data in relation to the targets set out within the plan. A summary of this data is provided in Table 1 below. Based on a review of performance targets and achievements, PCCP Administration has maintained the response time targets set out within the plan while implementing several deployment adjustments over the past several years in an effort to consistently meet those targets. These deployment strategies include:

- Allocating existing ambulance staffing to the west side Clonsilla Station
- Enhanced coverage with the previously seasonal deployment car now 12 months of the year

The result of these deployment strategies, as demonstrated in Figure 1 below, initially resulted in significantly improving response times on the highest acuity level responses as evidenced by the performance in 2016/2017. However, increasing call volume and other system pressures have served to adversely affect response performance in more recent years.

Preliminary review of response time performance following the implementation of extended hours of operation of the seasonal deployment (April 2019) does indicate a leveling off of the rate at which response times performance has been deteriorating. As this enhancement was launched mid-year, a full year of performance data will be required to provide accurate analysis.

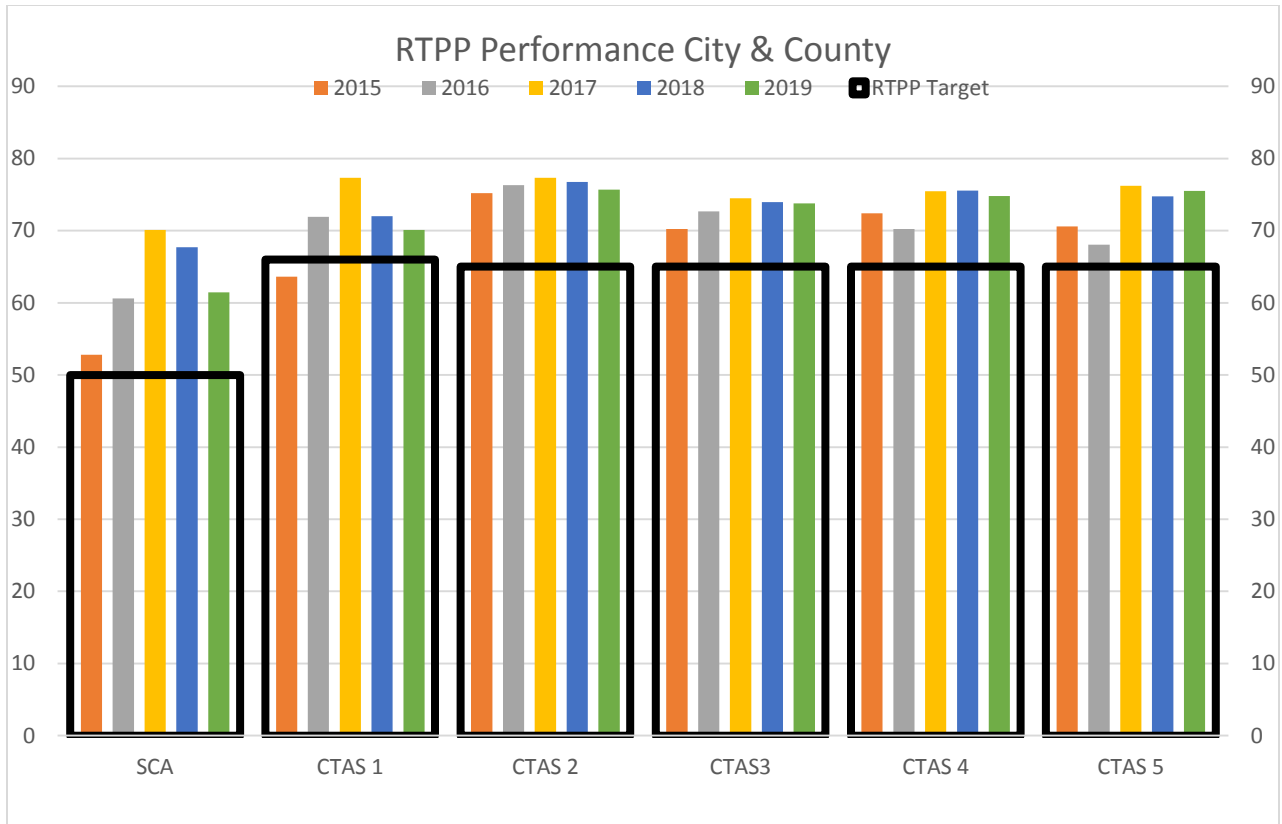
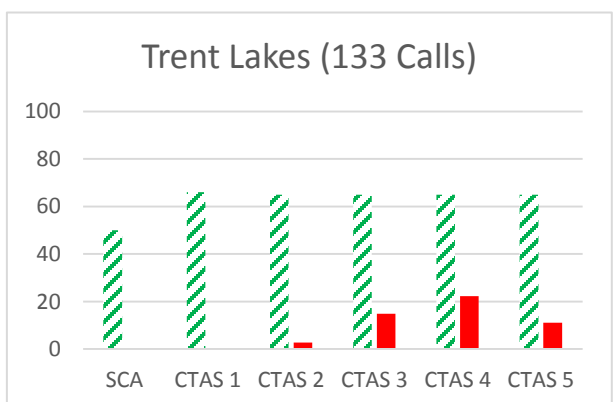
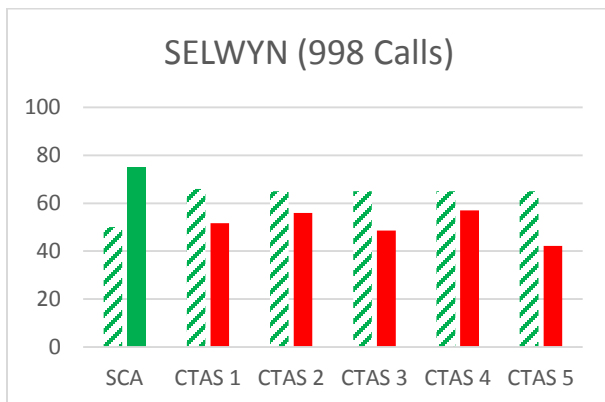
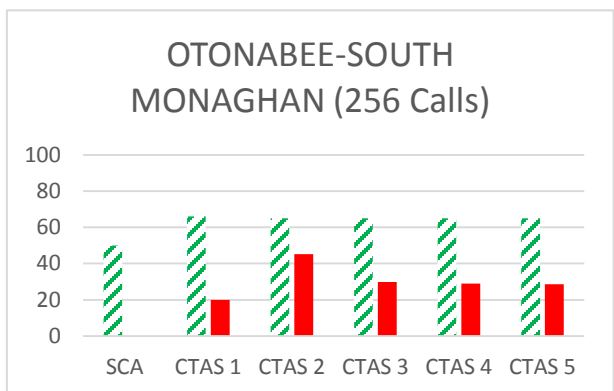
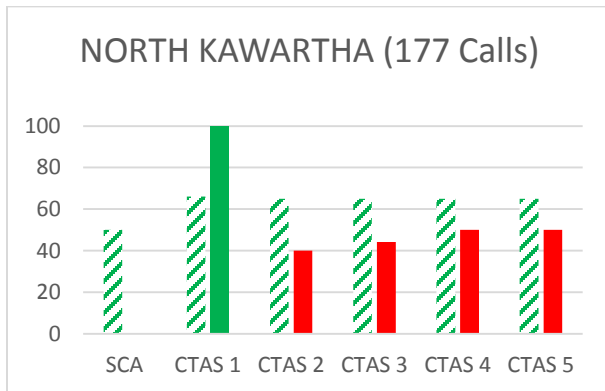
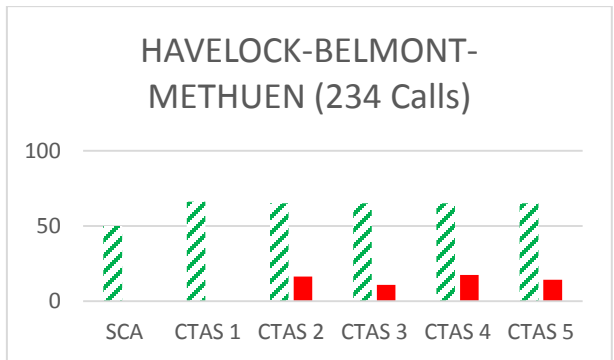
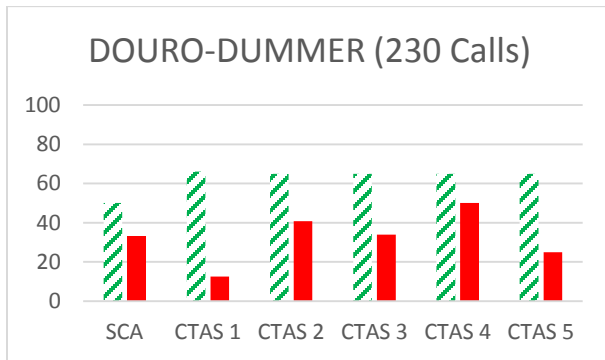
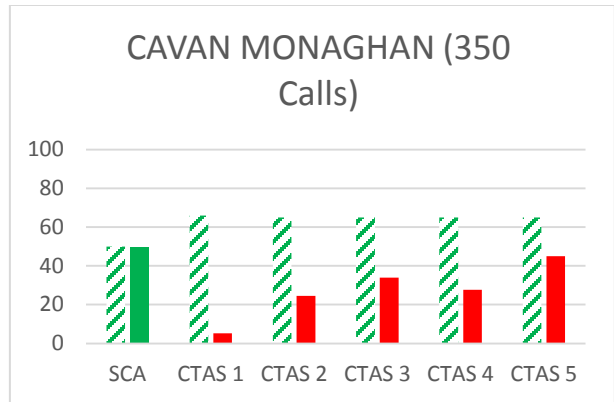
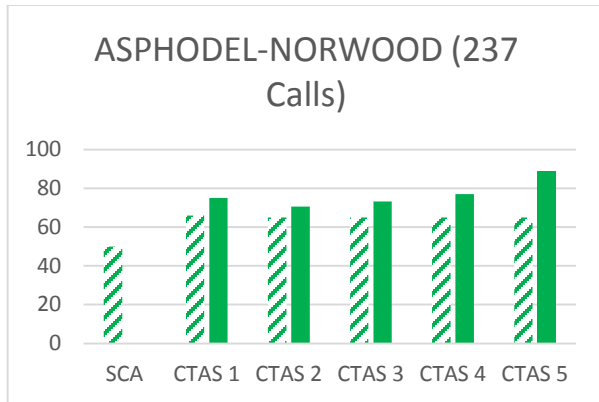


Figure 1: (2019 data: January 1 to July 31, 2019)

In addition to the mandatory response time analysis for the City and County as a whole, PCCP is also capturing and monitoring performance within each municipal boundary. Performance for each municipality compared to the RTTP targets for the calendar year 2018 is provided in following charts. Also included below is an analysis of average response times per municipality.

The charts below provide for each Municipality, a comparison to the performance targets in each CTAS category (lined bars) against the performance achieved (solid bars). Green bars demonstrate performance targets that were achieved.



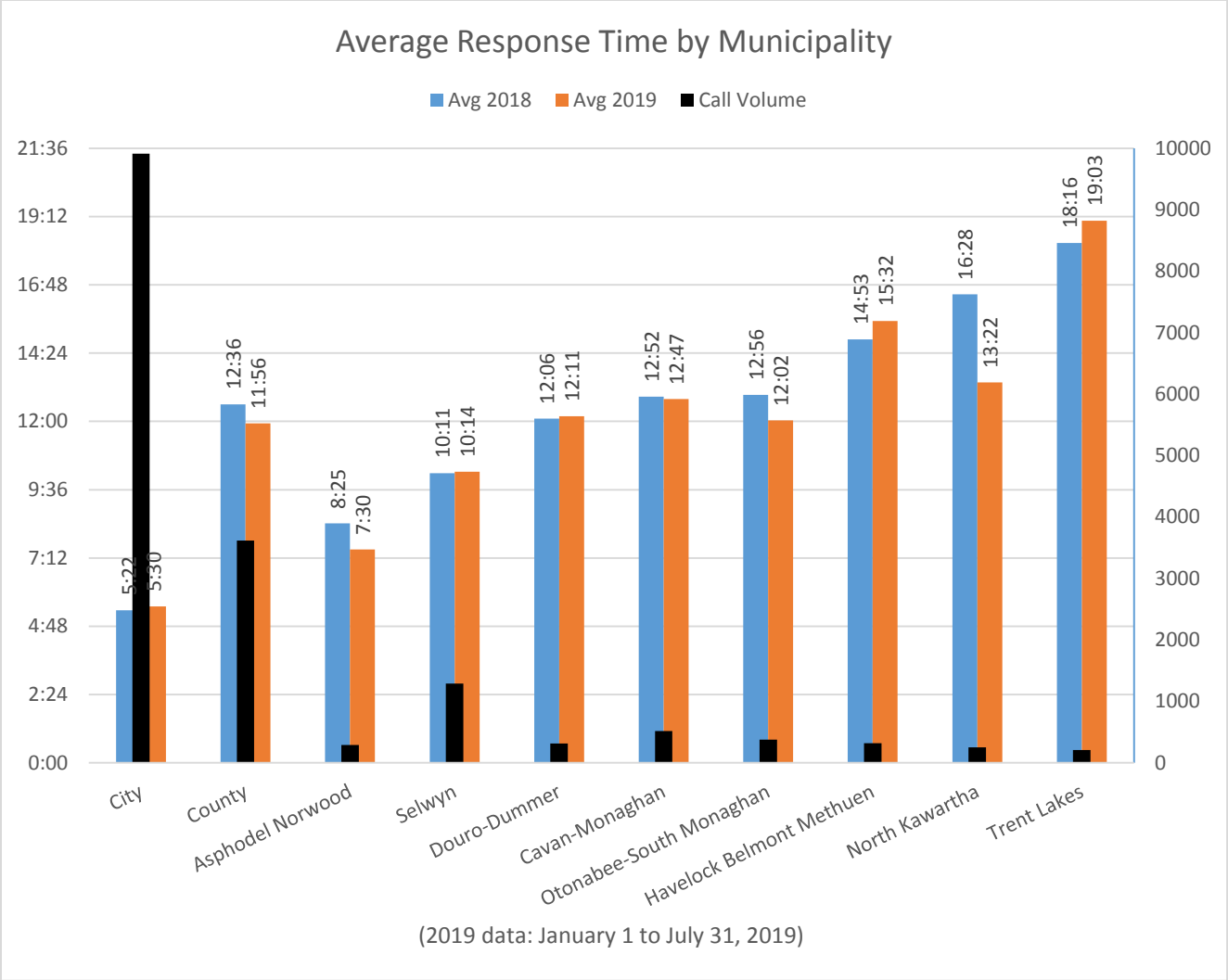


Figure 2

It is generally accepted within Paramedic Service system designs that response time performance will differ in rural and urban settings. Review of the local performance data at the municipal level clearly indicates a disparity between the urban and rural settings. This is a disparity not identified or recognized by the current provincially mandated response time reporting requirement.

Figure 2 above, shows the data for 2018 versus 2019 Average Response Time by Municipality and 2019 Call Volume from January 1, 2019 to July 31, 2019.

Despite the legislated reporting requirements, PCCP administration continues to analyse response time performance in all areas (urban/rural/remote) with a goal to recommend and establish response time performance targets specific to urban and rural settings. It is anticipated that the analysis and recommendations will be completed and presented to JSSC and Council prior to establishing the 2021 Response Time Performance Plan. Once

approved, the 2021 mandatory RTPP will be expanded to include response time targets for both urban and rural areas within Peterborough County.

In summary, PCCP remains committed to continual analysis of performance and seeks system improvement opportunities. Current operating conditions and trends suggest that the proposed response time targets are both reasonable and attainable and the previously approved service enhancements have enabled PCCP to meet targets effectively and efficiently. Therefore, administration recommends maintaining the response time targets as set out and previously endorsed by County Council and the submission of the 2020 RTPP (Attachment 1).

Financial Impact

No additional costs are anticipated

Anticipated Impacts on Local and/or First Nations Communities

None

Link to County of Peterborough Strategic Plan Priorities

Improved Essential Infrastructure

Financial Sustainability and Fiscal Responsibility

In consultation with:

1. CAO Troy Speck
2. Deputy Chief Chris Barry, PCCP Operations

Communication Completed/required:

The 2020 Response Time Performance Plan must be submitted to the Ministry of Health by October 31, 2019

Attachments

Attachment 1: 2019-09-18 Peterborough Paramedics Response Time Plan 2020

Respectfully Submitted,
Original Signed by
Randy Mellow
Chief of Paramedics

For more information, please contact
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